

DEPARTMENT OF THE ARMY
USAG Consolidated Dining Facility
Building 640
Fort Richardson, Alaska 99505

DINING FACILITY COUNCIL MEETING
15 DEC 2000

IN ATTENDANCE:	PFC Vincent	Aco 1/501st
	PFC Eddy	D 172
	PFC Springer	267 Finance Battalion
	SGT Smyro	MEDDAC
	SPC Lee	21 SIG
	SPC Edwards	C84th
	SPC Gonzalez	98th
	PFC Whittenberg	B Co 1/501st
	SPC Cherry	HHC 1/501st
	PFC Chavez	BOSS

Special Appearance: CPT Henderson USAG CO , MSG Neu USARAK Food Service Advisor

CHAIRPERSON: SFC Fritz Dining Facility Manager

RECORDER: SPC Chaillot Administration

Opening: SFC Fritz introduced himself to the council members as the Dining Facility Manager. . He introduced CPT Henderson, Commander of USAG and the overall responsibility for the Dining Facility.

SFC Fritz: Each council member will receive some surveys to be brought to fellow soldiers so they can fill them out and be brought back to the Dining Facility. This will let us know what the soldiers would like to see, such as new décor, different foods, new equipment, etc.

SFC Fritz: If you soldiers give us your insight and allow us to do our best, that is in fact what we will become, the best. We are here for yall, the meal card holders, and our job is not done until you are satisfied. 18 DEC kicks off our Dining Facility bulletins which every soldier will have access to thru the internet. I would greatly appreciate if these bulletins were posted in all company areas. These bulletins will consist of menus two weeks out so the soldiers will know what they are going to eat and on what days. Beginning on JAN 2, the dining facility will be undergoing slightly different hours of operation. Monday, Tuesday, Wednesday, and Friday will have a 0730-0900 breakfast period. Thursdays the BRK hours will be from 0530-0800. The last working day of the week (family time), Dinner hours will be from 1600-1730. Any questions or concerns as of yet?

PFC Chavez: Elmendorf has midnight chow and three separate lines for soldiers and airmen to go thru. Is it possible for you guys to do the same?

MSG Neu : Part of the reason that Elmendorf has those conveniences is for one they have a lot larger facility, two the Air Force is very spread out. Some of those Airmen are not afforded the opportunity to eat when everyone else does, the midnight chow there is highly significant. However on FT.Richardson all or mostly all soldiers have the chance to eat the three meals we provide.

PFC Chavez: I understand that, but those luxuries are very attractive. Are they possible?

MSG Neu: Those are issues I will definitely look into.

SPC Edwards: It's hard to find time to eat breakfast. Do you think ya'll will be able to fluctuate the hours for breakfast?

SFC Fritz: Any soldier having a hard time getting in here for breakfast may call 384-1058 and request a meal to go. That soldiers meal will be put on order and will be ready for pickup when the soldier comes to pick it up.

SPC Edwards: Might ya'll be able to question the CG on soldiers returning to work at 1330 instead of 1300 on Thursdays due to the fact that Sergeant's time does not end till 1200 and we have only one hour before we have to be back to work?

MSG Neu: That issue will most definitely be looked into. I am attending a meeting with the CG on 9 January about the soldiers' feedback on the dining facility.

SFC Fritz: Please understand that your feedback along with your fellow soldiers feedback is very important and will mean a lot in the future development of this dining facility.

SPC Edwards: What about the cooks' attitudes?

SFC Fritz: I recently had a cooks meeting and fully explained to the cooks what their main objective in this dining facility is. I also explained to them the consequences for conducting themselves in an unprofessional manner at any time.

SPC Chaillot: Our main objective in this dining facility is to please the meal card holders. If the meal card holders are happy, then our job is done. If any of you ever come through the line and are not totally satisfied or if someone is being rude to you, don't become discouraged and leave. Demand to see the shift leader and assess the problem on the spot. The shift leader will square that soldier away. If he does not, he will get squared away.

SFC Fritz: My goal is to get a minimum of 100 soldiers more than our average as of right now in here by the end of February.

PFC Eddy: Is it possible for PLDC to have separate hours than the rest of the soldiers, because waiting behind the line takes way too long.

SFC Fritz: Yes, that is a possibility, and I will definitely look into that.

SPC Edwards: The serving size of the foods are too small and the dining facility needs bigger glasses.

SFC Fritz: As far as the serving sizes go, soldiers may come up and get seconds at any time during the meal.

PFC Chavez: Why can't we have ala Carte like the Iditarod Facility on Elmendorf?

SFC Fritz: The Air Force has a different budget. We have to watch every penny to avoid being overspent. We have to make money to spend money. The more meal-card holders that eat here, the more money we make. The more money we make, the better the products we can offer to the soldiers. We want to offer the best we can and we need you to help us help you.

PFC Vincent: I noticed that when VIP's come into the DFAC, ya'll have special meals on those days. It's like the standard changes.

SFC Fritz: We have a menu that we follow and if any VIP comes in unannounced, he or she eats exactly the same as you do. However, if any VIP call ahead of time and inform us what it is they want to eat, we will prepare it.

PFC Chavez: Will it be possible for you guys to have more of a variety of breakfast meats, perhaps turkey sausage?

SFC Delpozio: Yes, we did that for awhile, but not too many people liked it, but we will try it again.

SPC Edwards: Elmendorf has a grill that makes burgers a lot better than you guys.

SFC Fritz: That is called a smoke grill and we have one, but I am currently attempting to have it fixed due to mechanical problems.

PFC Eddy: What about the food being bland?

SFC Fritz: The cooks are now authorized with the shift leaders permission to add to a product, but not take away. This will ensure good flavoring of most of the foods. Will that take care of the problem?

PFC Eddy: Yes.

SPC Edwards: What about running out of food on the line and juices for breakfast?

SFC Fritz: In the meeting I hosted on 13 December, I emphasized to the cooks the importance of progressive cooking to ensure that the line does not run out of food. I told all shift leaders that no one will sit down during any meal. Instead, they are to walk around, continuously monitoring that food will not run out or juices or anything else.

PFC Vincent: The rotisseries run out of food too quickly.

SFC Fritz: That is the main reason for the continuous monitoring.

SFC Fritz: The Christmas meal will consist of steam ship round, turkey, chicken, dressing, gravies, hot rolls, and an assortment of desserts. I highly encourage you all to come in and join us for that meal. The cooks will work very hard to make that meal pleasurable. I invite all soldiers to email me about anything at anytime, calling also welcome.

The meeting adjourned at 1130 hours.

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GREGORY FRITZ
SFC, USA
Dining Facility Manager